



What is El Aguila Demand Response?

El Aguila Demand Response is a special transportation service offered by Webb County Community Action Agency providing curb to curb on demand transportation service to disabled citizens unable to use conventional fixed public transportation. El Aguila Demand Response uses special vehicles equipped with hydraulic lifts and wheelchair tie-downs. Certified drivers specially trained in defensive driving, sensitivity and the operation of these special vehicles operate the vehicles.

El Aguila Demand Response
C/O El Aguila Transportation
4801 Daughtery
Laredo, Texas 78044

El Aguila (956)-722-6100

Who is eligible for El Aguila Demand Response?

Persons residing in rural Webb County who have been verified as eligible by a personal physician or a designated representative of a qualified social service agency.

How can I Establish eligibility for El Aguila Demand Response

Please fill out the enclosed application form and have a personal physician or qualified social service agency verify you as eligible. A list of professionals available for eligibility verification will be provided upon request. Completed applications should be submitted to:

*El Aguila Demand Response
C/O El Aguila Transportation
4801 Daugherty
Laredo, Texas 78044*

For assistance in completing the application, please call El Aguila Demand Response at (956)-722-6100. Each application will receive a prompt review and those eligible will be assigned an identification number. When eligibility questions arise, an advisory board will make the final determination from the medical personnel when necessary. The eligibility criteria are given in another section of these guidelines.

When can I use El Aguila Demand Response?

El Aguila Demand Response operates Monday through Friday, between 7:00 a.m. and 5:00 p.m. Holiday hours are in effect **except Christmas, New Years and Easter Sunday**. Passengers should schedule their appointments 24 hours in advance. Trips are scheduled as they are requested. Please be aware that schedules fill up quickly, so the later you call the lower the probability of El Aguila Demand Response being able to schedule you.

EL AGUILA DEMAND RESPONSE IS NOT AN AMBULANCE SERVICE. IT CANNOT RESPOND TO EMERGENCIES.

How do I ask for Service?

1. You may call up to one day in advance to schedule an appointment Monday through Friday 8:00 a.m.-3:00 p.m. But no later than 3:00 p.m. the day before you need the trip.
2. Every effort will be made to schedule your appointments as requested. If we cannot accommodate your requested time, an alternate time, within one hour, either before or after, the time requested will be made available.

3. The schedule will be determined by efficiency. In other words, we will look at the origination points and destinations and we will plan the schedule to serve the greatest number of persons.

If you need to request transportation for school, please advise our office as soon as you have your school schedule- before the semester starts. Once the semester starts, there should be no changes made. Please remember to consider library time, study time, extra projects, tutors, etc, before the semester starts.

Under Americans with Disabilities Act (ADA) guidelines only 50% of scheduled service can be designated as subscription service that is standing appointments. If you need to request transportation for work, or other regularly scheduled trips you may need to be on our permanent schedule. Due to demand, this may often be difficult to arrange. However, you can call us with your schedule and we will consider it when there is a vacancy in the permanent schedule. Otherwise, you will have to request transportation as previously explained.

Can someone accompany me on El Aguila Demand Response?

Eligible riders who require assistance may bring along one person to help them. This requirement should be noted on the application and should be mentioned each time service is requested. The attendant will not be charged.

Drivers may help a passenger get on or off the vehicle. However they are not permitted to enter a building to assist a client. Passengers needing assistance *MUST* bring an attendant! If you plan to bring home groceries and are not capable of carrying them yourself, you will be required to bring along an attendant to help you.

Are there limitations to El Aguila Demand Response?

To provide the efficient service to all its users, we ask you to observe the following:

1. All passengers should be ready for pick-up 15 minutes before their scheduled time so that when the pick-up driver shows up, you will be ready. The driver will not wait for more than five minutes from the scheduled pick-up time. Please think of El Aguila Demand Response as you would a conventional bus service. Please be ready when the bus is.
2. Cancellations should be made a day before your trip, but no later than four (4) hours before the trip. This allows us to provide transportation to other individuals who are in need of the service.

3. El Aguila Demand Response is curb-to-curb service, not door-to-door service. The driver is not permitted to assist anyone from the door to the curb. This is done to help serve the clients more efficiently.
4. Remember, drivers usually have other pick-ups and deliveries on the same route. Please do not ask the driver to take you home first as this interferes with the schedule.
5. If you plan several stops on single trip (i.e.: cash check at the bank, fill prescription, etc.) call the office to schedule each pick-up separately. The drivers are not permitted to wait for passengers.
6. Occasionally we may call passengers to notify of a slight (within minutes) change in their pick-up times when necessary for better scheduling. You have a right to decline any changes that will greatly inconvenience you, but we ask for your cooperation.
7. Sometimes a pick-up may be delayed by excessive traffic, mechanical failure or when a vehicle is not immediately available. PLEASE BE PATIENT.
8. If you find another way to your destination, please call to inform us, failure to do so, may jeopardize your riding privileges.
9. All complaints regarding vehicles, drivers, etc, should be directed to the El Aguila Demand Response information line (956)-722-6100

What happens if I cancel trip without sufficient notice, or am not there when the bus comes to pick me up?

Please be advised of the importance of notifying the office as soon as you become aware of any changes that will cause you to miss a schedule trip. You should cancel your ride no less than four hours before scheduled pick-up time. Failure to do so could result in "no show" and jeopardize your riding privilege. However, we realize that circumstances (i.e. sudden illness, or accident) beyond your control may arise to prevent you from calling within the minimum time. Those cancellations shall not be held against you, unless they become excessive.

The definition of a "no show" is when the chauffer arrives to pick up a scheduled rider at the appointed time, and the rider does not board the vehicle. It is important to note that if a "no show" occurs, the return trip is cancelled.

A pattern of "no shows" or cancellations without sufficient notice by any eligible client may result in the suspension of service. Service suspensions are as follows:

1. A letter warning will be sent to the client after three cancellations without sufficient notice or "no shows" within any thirty-day period.
2. A letter of proposed suspension of service for seven days will be sent after four cancellations without sufficient "no shows" within any thirty-day period.
3. A letter of proposed suspension of service for thirty-days will be sent after five cancellations without sufficient notice or "no shows" within any sixty day period. When a client establishes a pattern or practice of missing scheduled trips for reasons within his/her control, suspension of demand service will be acted upon as follows.

El Aguila Demand Response will first notify an individual that continuation of any missed trips patterns will result in suspension of service. A minimum of 7 days notice will be given before suspension is imposed. You will be formally advised in writing that you have the opportunity to appeal within seven days and present your reasons for excessively missed trips. Appellants will be eligible for service if their appeals are not decided within 30 days. Suspension will be lifted once a formal appeal is decided.

What do I pay for El Aguila Demand Response?

El Aguila Demand Response service is \$0.75 per one way trip. If provider requires attendant, he (she) rides free.

ELIGIBILITY CRITERIA

El Aguila Demand Response is based on ADA criteria. In each case, careful evaluation of the applicant's mobility will be made in determining eligibility. If a person is capable of getting to and from a bus stop and able to board a regular public transit vehicle, that person is not eligible. It should also be kept in mind that *El Aguila Demand Response service IS NOT an ambulance service.*

CATEGORY I ELIGIBILITY

Any person who is unable, due to disability, to independently board, ride and /or disembark from lift equipped bus. This includes persons who are unable to "navigate" the fixed bus system without the assistance of another person. For an example, individual is unable to:

- Board or disembark from an accessible vehicle without assistance.
- Maintain balance while seated on a moving bus.
- Identify correct pick-up point and drop-off procedures

CATEGORY II ELIGIBILITY

Any person with a disability who has a specific impairment-related condition that prevents him/her from traveling to or from a boarding or disembarking location.

A. Only a specific impairment-related condition that prevents the individual from traveling to or from a bus stop is a basis for eligibility under this category. A condition that makes traveling to or from a bus stop difficult, but does not prevent the travel, is not a basis for eligibility under this paragraph.

B. Architectural barriers, not under El Aguila Demand Response's control and environmental barriers (i.e. terrain, weather) do not alone form a basis for eligibility. However, the interaction of such barriers with an individual's impairment-related condition may form a basis for eligibility if the effect is to prevent the individual from traveling to or from a bus stop.

Eligibility under Category II may be situational under the following conditions:

- Extreme weather conditions interact with an impairment-related condition.
- Variations in the health/function ability of the individual.
- Visual, cognitive or developmental disability prevents travel to or from a stop for exceptional trips.

VISITORS

Persons visiting the Laredo service area, who provide documentation of ADA demand response eligibility from another area, will automatically be eligible for demand response service. Persons who do not possess documentation, but claim their disability prevents them from using El Aguila's fixed bus system will be considered "presumptively" eligible for a period not to exceed 21 days. If the individual plans to remain in the area longer, he/she must go through the eligibility process that has been established for residents.